

**From:** John Brind'Amour [jbrindamour@infodir.com]  
**Sent:** Monday, February 05, 2007 8:30 AM  
**To:** CallHomeAct  
**Subject:** FW: FCC 07-02

**FILED/ACCEPTED**

JUN 12 2007

Federal Communications Commission  
Office of the Secretary

To whom it may concern,

I am writing in response to the order issued January 18, 2007 which exempts calls home made by U.S. military personnel serving overseas. I was wondering how the FCC expects carriers to be able to instantly comply with such a complex requirement? You provided no lead time for planning how to configure billing systems to exclude military calls from the USF/TRS base. Specifically, how would you recommend that carriers identify these calls? For example, how will the billing system be able to differentiate a collect call from a U.S. military person from any other collect call that would not be exempt. Similarly, how should travel card calls be differentiated from non-exempt travel card calls. Call records are generally not going to contain information that would identify them as being military calls. Certainly it is foreseeable that even a bill to a family with military serving overseas could have travel card calls and collect calls, some of which would be exempt and others which would not.

It would provide much more benefit to the families of servicemen and women to have all of their billed telecommunications revenue exempted entirely from the USF and TRS contribution bases. Such an exemption would be much easier to implement, as it could be directly tied to the customer type, and does not need to be analyzed and filtered as to call type, origination or other criteria. As it is currently constructed, this exemption imposes an arduous requirement that will impact very few of a carrier's total calls, but will require a significant amount of time and money to implement. Why was there no lead time provided for this exemption to go into effect?

I would suggest that the impact of this order was intentionally symbolic, and will be barely noticeable to the average military family. Consider the example of a military person making \$50 worth of calls home in a month. At the current USF rate of 9.7%, this would mean a savings of \$4.85 per month. In the grand scheme of a family budget, I fail to see how such a paltry savings, roughly equivalent to the cost of a single fast food meal, will have any noticeable economic impact on military families. This symbolic gesture provides no benefit of any consequence, yet imposes a tremendous record keeping burden on carriers. I would suggest, if you really want to benefit military families, broadening the exemption to include all revenue from subscribers with a family member serving overseas. Even though such an expanded exemption would still be largely symbolic, and have little noticeable economic impact, it would provide a small benefit to military families, and would be infinitely easier to implement.

John Brind'Amour  
Product Manager - Tax Planning & Research  
Info Directions  
833 Phillips Road  
Victor, NY 14564  
Phone (585) 924-4110  
Fax (775) 366-0743

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NOTICE OF CONFIDENTIALITY  
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All documents, contracts or agreements referred or attached to this e-mail are SUBJECT TO CONTRACT.

**From:** shon.holyfield@cox.com  
**Sent:** Wednesday, January 24, 2007 1:28 PM  
**To:** CallHomeAct; Jonathan.Peet@cox.com  
**Subject:** Help Please  
**Importance:** High

**FILED/ACCEPTED**

**JUN 12 2007**

07-2

Federal Communications Commission  
Office of the Secretary

To whom it may concern:

The intent is noble, but the practical application of this intent is impossible. Please talk with any communications provider and they will politely explain that it is IMPOSSIBLE to bill customers in the tax exempt fashion you outline in your proposed order.

There must be another way to effect the same result without placing the burden on a communications company's billing system. Their billing systems can not do what you suggest. Period.

Sincerely,

**Shon E. Holyfield**

Office: (404) 269-7212

Cell: (503) 857-7415

Fax: (404) 269-1015

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Cell: (503) 857-7415

Fax: (404) 269-1015

**From:** DeReus Darrin L Capt 653 ELSW/FM [Darrin.DeReus@hanscom.af.mil]

**Sent:** Thursday, February 01, 2007 1:30 PM

**To:** CallHomeAct

**Subject:** Call home-Cellphones

**FILED/ACCEPTED**

**JUN 12 2007**

Federal Communications Commission  
Office of the Secretary

07-2

The best possible thing you could do would be to make it cheaper to call via cellphone.

I was deployed to Baghdad and it was OKish to use normal land lines. Some folks had cell phones they used but paid over \$2/min to use them.

I think if a plan was developed for deployments that the individual could pay for, some monthly plan that is fair and reasonable.

Example-my wife is now deployed to Qatar-her cellphone works there, but it would cost us \$2.49/min to use and it costs us \$.50 per text message. She gets two phone calls from the military each week, but who does she not call then? Me and our children, her divorced parents??

I'd pay a flat rate for a cellphone if it were reasonable based on local conditions-Qatar is very modern, \$2.49 per minute is very extreme.

Thank you for your time.

Capt DeReus

**Darrin L. DeReus, Capt, USAF**

*Chief of Cost*

*653rd Electronic Systems Wing (ELSW)/FM*

*Phone: 781-377-1032 DSN: 478-1032*

*Fax: 781-377-8103 DSN: 478-5650*

*WCell: 781-389-2857*

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653rd Electronic Systems Wing (ELSW)/FM

Phone: 781-377-1032 DSN: 478-1032

Fax: 781-377-8103 DSN: 478-5650

WCell: 781-389-2857

**From:** lrobinson43@comcast.net  
**Sent:** Thursday, February 01, 2007 9:06 PM  
**To:** CallHomeAct  
**Subject:** Fcc calling home for military

FILED/ACCEPTED

JUN 12 2007

Federal Communications Commission  
Office of the Secretary

07-2

My husband is currently serving in Iraq. The problem we have is that stateside calling cards don't work for us because even though the calling card may have 500 minutes on it, calling from Iraq to Boston MA, the phone call only last 10-15 minutes. So, my husband and others are forced to buy minutes from the one company that is at their base, and spend out of pocket roughly \$50 or more a month. Buying the minutes isn't easy either. You have to have a password, and an ID number, etc. So, I am unable to add minutes for him.

It would be helpful for regular calling cards to work better for us.

Thank you.

Louann Robinson

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**Sent:** Thursday, February 01, 2007 9:06 PM  
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Thank you.

Louann Robinson



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**From:** marc.mcnaab@us.army.mil  
**Sent:** Saturday, February 03, 2007 7:59 AM  
**To:** CallHomeAct  
**Subject:** Outrageous (phone) calling card rates

JUN 12 2007

Federal Communications Commission  
Office of the Secretary

07-2

Sir/Maam,

Read about changes in the phone rates in Army Times. I've been in Iraq since July 2006 and have been able to call home quite a few times thanks to some generous folks there in the US.

But those cards that last a long time in the states go very quickly over here. A 120 minute card that is bought at Sam's Club isn't even worth a tenth of that at Camp Anaconda, (Balad) Iraq. TEN MINUTES!!!! Time flies when I'm talking with loved ones back home.

Is part of the high cost of calling due to bureaucracy???

Sgt Marc McNab

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**Sent:** Saturday, February 03, 2007 7:59 AM  
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Sgt Marc McNab

**From:** Crystal Siembida [siembidac@yahoo.com]  
**Sent:** Wednesday, February 07, 2007 5:35 PM  
**To:** CallHomeAct  
**Subject:** Troops Calling Home

FILED/ACCEPTED 07-2

JUN 12 2007

Federal Communications Commission  
Office of the Secretary

I am writing as a recent Veteran of the Iraq war. Calling home was hard because of availability of affordable phone service. Phone service was often shaky causing the connection to be lost. Free service was not available in too many places. Often times when you want to use the phone you have to buy the phone card from that particular place only and it cannot be used at other locations. Calling home more often would have been nice and if it had been easier I would have.

With two brothers currently deployed we do not hear from them as often as we would like because access is limited. When you are out in the "field" there is no access to phone service. I would love to help improve the lives of deployed soldiers. Please let me know if there are further questions.

Thank you for your time.

Sincerely,

Crystal Siembida  
520-204-5257

---

Don't pick lemons.  
See all the new 2007 cars at Yahoo! Autos.

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JUN 12 2007

Federal Communications Commission  
Office of the Secretary

Mon. Feb. 12, 2007

9:28 AM

07-2

FCC,

I read a article in the Marine Times regarding the military calling home to their families.

Our son is with the 1<sup>st</sup> Marines in Ramadi, Iraq. He been there since Sept and has been extended till May.

Before our son left for Iraq, we bought him a calling card in N.C. (ATT Card) with 1000 minutes

Once my son was settled in Ramadi, after 2 weeks we heard from him, we asked how many minutes was on the card he said 45 minutes, we paid \$40.00 for the card, after researching why there was less minutes on the card, we found out that from calling from so far away, they can charge whatever they want from different countries, we figured it out, they charge him \$1.00 a minute.

We took the number on the card and when my →

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son gets down to 30 to 15 min  
on the card, we call and  
add minutes to it, the  
cost is \$120.00 dollars for  
2000.00 minutes, that  
will last for a week to  
two weeks depending  
when our son calls home  
if they have time to call.

Our son has called  
twice from a satellite phone  
which cost nothing.

I think something  
on the calling cards should  
be reduced for our military.

This is the only  
communication we have  
with our son is the calling  
card, besides letters or  
the internet, yes we are  
paying minutes on the  
card out of our pockets.  
The cost does add up,  
Being able to hear my  
sons voice means so much  
I haven't seen his face  
since he left N.C. in  
Sept, finally we got a  
picture of him which  
took 3 weeks to get.

A lot of military families  
buy the calling cards

we pay to add minutes  
to the card,

The (Call Home Act of 2006)  
Does this act also  
pertain to the calling card  
fees, and if so how  
does that work.

i also saw some  
of the troops officials  
using cell phones, how  
do they work over there.

Our son left his  
cell phone at home.

I am so glad to  
have read this article  
Yes, i agree our troops  
should be able to call  
home at no expense.

Marine Mom

Rebecca Achey

Address

REBECCA Achey

RR#6 Box 6851

SAYLORSBURG, PA. 18353

570-992-2148

**From:** baqt16@aol.com  
**Sent:** Friday, March 16, 2007 5:03 PM  
**To:** CallHomeAct  
**Subject:** Military Phone Charges

FILED/ACCEPTED

JUN 12 2007

07-2

Federal Communications Commission  
Office of the Secretary

Hello,

My name is Barbara Anne. I am the wife of an active duty ARMY soldier who is currently deployed to Iraq. I received an E-mail stating that you would like to hear the various ways my husband is charged to communicate with us here at home.

As of right now we have spent easily over \$200 a month charging his AT&T calling card. That is not including the money that his parents apply to card to enable him to call them as well. The calling card he has is set up so that we pay for a certain amount of minutes. These are state-to-state minutes, and he only actually receives about 1/2 as many minutes than we pay for because, he is calling world-wide, which you have to pay more per-minute for. He has been deployed since October 2006, and in approximately 5 1/2 months we have spent over \$1,000 for him to call home. In addition to the calling card charges he also pays to use the Internet. Then here at home I have to pay for call forwarding to my cell phone to be sure not to miss a call. This is because if the answering machine picks up it charges his card 10 minutes of talk time.

With this being his second tour in Iraq (at the age of 21), we are used to it. But, we do not like it! We have a hard time dealing with all the financial hardships that come along with the deployment. We were hoping that sooner or later someone would take notice that these soldiers fighting for our freedom need to communicate with us here at home in order to receive the encouragement and support needed for them to drive on with their mission. We pray that something will be done and that a change will be made. Speaking from experiencing it first hand, it would be greatly appreciated if something were done about this.

Thank you so much!  
Barbara Anne  
BAQT16@AOL.COM

---

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**From:** baqt16@aol.com  
**Sent:** Friday, March 16, 2007 5:03 PM  
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Thank you so much!  
Barbara Anne  
BAQT16@AOL.COM

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**From:** lauren.justine.smith@us.army.mil

**Sent:** Friday, March 16, 2007 5:05 PM

**To:** CallHomeAct

**Subject:** comment

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JUN 12 2007

Federal Communications Commission  
Office of the Secretary

07-2

My husband and I use phone only to communicate. This varies in cost depending on how often we are able to talk. I spend aprox \$53.00 to get what it tells me is 750 mins when actuality its units. Equating about 200 mins or so. IF we talk for an hour at a time he is only able to talk to me aprox 4 times we have to re-charge the card. Sometimes we don't get to talk as long so we get more times out of the card. We use the AT&T global air card to talk. We end up spending anywhere from 100-300 dollars in communication per month, some months its less depending on what he is doing. I think that this Act will help many families in the time of war and is greatly appreciated that our voices were heard.

Thank You,

Lauren Smith

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**From:** lauren.justine.smith@us.army.mil

**Sent:** Friday, March 16, 2007 5:05 PM

**To:** CallHomeAct

**Subject:** comment

JUN 12 2007

Federal Communications Commission  
Office of the Secretary

02-2

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Thank You,

Lauren Smith

**From:** Angel Cushing [ssgcushswife@hotmail.com]

**Sent:** Friday, March 16, 2007 6:35 PM

**To:** CallHomeAct

**Subject:** phone charges

FILED/ACCEPTED

JUN 12 2007

Federal Communications Commission  
Office of the Secretary

07-2

SFC Thomas Cushing  
98th Maint Co  
Ft. Richardson Alaska

In Iraq from March of 06 to March of 07.

Tom bought cell phone for \$120 and spent \$20 - \$40 a month plus \$65 for internet charges when internet was available during last 2 months of deployment.

I (his wife) spent \$120 for phone cards to call him

Georganna Cushing

---

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Georganna Cushing

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**From:** lacey.rowin@us.army.mil  
**Sent:** Friday, March 16, 2007 7:05 PM  
**To:** CallHomeAct  
**Subject:** Calls Home

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JUN 12 2007

00-2

Federal Communications Commission  
Office of the Secretary

My husband has been deployed for over 6 months now and we have spent close to \$1000 talking on the phone. My husband is at FOB ISKAN and they do not have satalite phones so we have to pay for calling cards. There phones can only use ATT. We are trying to save during ths deployment and it makes it hard without any help from the goverment. It would be great to be able to hear from him more often. But we can afford it. They have no internet service so phone calls are all we can do. It woudl be great if there was somehthing out there that we could use that would be cheaper. Thank you for looking into this. We really appreiciate it.

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**From:** jennifer.schilling@us.army.mil  
**Sent:** Friday, March 16, 2007 8:21 PM  
**To:** CallHomeAct  
**Subject:** Costs of long distance Calls

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JUN 12 2007

Federal Communications Commission  
Office of the Secretary

07-2

Ways we communicate:

\ Yahoo messenger (on computer), emails, and phone calls.

Costs:

For prepaid phone cards its \$71.00 for every 1000 minutes, but since its so far away its really not 1000 minutes. I add minutes on an average about once a month to his phone card. I dont know what it costs him for the internet.

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